

U.S. Department of the Treasury

Financial Management Service

Paper Check Conversion Over the Counter
(PCC OTC)



Standard Operating Procedures

Troubleshooting

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Troubleshooting

This section of the SOP will attempt to assist you with problems that may occur while using the POS software. It is to be used only as a guide as each situation can present its own set of background circumstances making the problem unique.

Certain situations may require assistance from your internal management, i.e., System Administrator or IT personnel. Once these avenues have been exhausted, Agencies should then refer to this chapter of the SOP to determine if their problem is addressed. After that, contact the FRB-C Customer Service staff for assistance. They can be reached at 216-579-2112, or 800-624-1373, or DSN 510-428-6824 option 4, option 5, option 4.

Contingency

A contingency plan is a must. Stateside agencies can contact FRB-C for an overnight delivery of a scanner to the disaster relocation site in the event it is needed. The contingency site should house backup POS software and hardware, a copy of the PCC OTC SOP (Standard Operating Procedures) on your LAN or a duplicate CD of the SOP, and a listing of the FRB-C Customer Service phone numbers.

Back up your System

The POS software now supports the ability to use image copy software to back up your POS computer's hard drive and copy those images to other PC's for backup purposes, or for multiple installations. Your Information Technology contact can assist you with more information on performing regular backups to your POS computer

Troubleshooting Passwords and User Access

POS Passwords

Users are required to change the temporary passwords that are assigned by their Point of Contact (POC), upon first login to the POS, SAT or Batch Manager module. Once the password is changed in one module, the same password will be effective for the other two modules. Following the initial password change, FRB-C recommends that users change their password every 30 days.

Passwords must be between 8 and 20 characters long. Passwords must include at least one letter and at least one number. Passwords are case sensitive.

Password history retention is the number of most recent previous passwords stored by the POS for each user. Password history retention is set, by the POC, to between 1 and 10 passwords. The default password history retention is 10 passwords. This means when changing a password, the user cannot reuse any of the previous 10 passwords. Instruction on how to change the password history retention can be found in the *System Administration Tool* chapter of this SOP.

If a user forgets their password, a POC can edit a user to assign a new temporary password, so that the user may regain access to POS. For information on editing a user's account, see the *System Administration Tool* chapter of this SOP.

Locked POS User Accounts

A user has 3 unsuccessful sign on attempts (default) before their account is locked. The number of failed login attempts is configurable by the POC and can be set to a value between 1 and 10. If a user account becomes locked, they will not be allowed access to the system and must contact their POC to unlock the account. For more information on the SAT system configuration settings, see the *System Administration Tool* chapter of this SOP.

ELVIS Passwords

First time ELVIS users will receive a user name and temporary password from the FRB-C Information Security Department. The user will be required to change the temporary password to a unique password. The password will expire every thirty days and each user will have to change their password to a new, unique password. For complete specifics, see the 'Password Requirements' section of the *ELVIS Website* chapter of this SOP. A user may also change their password if they feel as though it has been compromised. The system maintains a record of the last 10 passwords used. The user will not be allowed to re-use these passwords.

Locked ELVIS User Accounts

A user has three unsuccessful sign on attempts before their account is locked. The user must contact the FRB-C Customer Service to have the account unlocked.

Inactive Account

After ninety days of inactivity, user accounts become inactive. The user must contact the FRB-C Customer Service to have the account reactivated.

Neutralized Account

New users who have not logged into the ELVIS system after 180 days are neutralized. Inactive accounts that have not been accessed over a twelve month period are also neutralized. A neutralized account is permanently inactive. When an account is neutralized the user must contact their POC to complete and submit a new 'PCC OTC Access Request Form'.

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Who to Contact for Access Problems

PC Password – If the password that you use to access your computer’s operating system has become suspended, or you cannot remember the password, contact your System Administrator or Information Technology staff at your location.

POS – If the password that you use to access the POS software (POS, SAT, Batch Manager) has become suspended, or you cannot remember the password, contact your PCC OTC POC. That person needs to logon to the SAT and reset your password.

ELVIS - If the password that you use to access the ELVIS website has become suspended or you cannot remember the password, contact the PCC OTC Customer Service team. They can be reached at 216-579-2112, or 1-800-624-1373, or military DSN at 510-428-6824, option 4, option5, option 4. You can also send them an email at pccotc@clev.frb.org.

For instructions on how to reset or unlock a user’s account in the POS software, refer to the *System Administration Tool* chapter of this SOP.

Scanner Imaging or Check Reading Problems

Properly Scan the Check

If the scanner beeps three times when scanning an image, please check the following:

- Place the check in the scanner with the MICR line of the check aligned with the right side of the scanner. Gently push the check forward to allow the scanner to grasp the check. Guide the left side of the check with your finger to prevent the document from being skewed, as shown in Figure 8.1. The scanner will automatically pull the check through to begin the scan.



Figure 8.1

- If the problem still exists, make sure that the check does not contain creases, tears or marks, or the MICR line is unreadable. If so, please ask the customer for another check (if the customer is present). If the customer is not present, try to flatten the check or fold it in the opposite direction so it lays flat and try scanning again.

If the above scenarios are not an issue, try the following:

- Unplug the scanner from the outlet, wait 5 seconds, then plug the cord back into the outlet.
- Attempt to scan the check at least 2 more times.
- Scan another check to determine if the problem is isolated to that check or a possible scanner problem.

If you are unable to connect to the scanner or the scanner light is red, try the following possible solutions:

- Check that the cable is connected firmly in the back of the scanner and in the serial or USB port of the computer.
- Replace the scanner cable with your backup scanner cable.
- Check that the cable is in the correct port on the scanner and laptop.

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- Check that the correct COM port is selected in the POS software under configuration, 'Devices' tab.
- Make sure that the scanner is more than four inches from any electromagnetic device. These devices include the computer, credit card reader devices, laser beams from bar code scanner devices, etc.
- Make sure the scanner is plugged in and the power strip is turned on (The amber light indicates power up was successful).

If you are still experiencing the problem, please contact the System Administrator. If the System Administrator cannot resolve problem, move to the backup scanner and call the FRB-C PCC OTC Customer Service staff to report the problem. Customer Service will determine if a replacement scanner needs to be ordered.

EC7000i Problem

If you experience one long beep followed by five short beeps while scanning items on your EC7000i scanner, please click cancel to terminate that transaction and rescan that item. This sequence of beeps usually means that the back of the check has not been scanned. If you experience any other unusual issues or hear any tones to indicate scan errors, please cancel that transaction and rescan the item. If necessary, you may need to void the transaction.

Printer Problems

If experiencing problems with printing, check the following:

- Printer is connected to the LAN or to the local printer port on the back of the laptop/desktop.
- LAN is operational (if connected to a LAN).
- The correct printer is selected from the POS configuration screen. To check, click **'File'**, **'Configuration'** from the Main POS screen. Click the **'Report'** tab. The POS printer selection is displayed in the field. To change the printer, click the down arrow to the right of the field and select the correct printer. If no choices are available, see your IT personnel to have the printer added to your Windows operating system.
- Printer has paper.
- Printer is plugged in.
- Printer is online.
- Correct printer driver was installed.
- There is not paper jammed in the paper feed tray or the paper output tray.

If the problem still exists after checking the list above, turn the printer off, wait 5 seconds, and then turn it back on.

Contact the System Administrator if unable to resolve problem. Connect a local printer if the LAN connection cannot be resolved.

Error Messages

If an error message displays that is not indicated in this Troubleshooting section, or if you are experiencing additional problems, please contact the FRB-C Customer Service at 800-624-1373 or 216-579-2112 or DSN 510-428-6824, option 4, option 5, option 4.

If an option is grayed out, you do not have access to perform the action. Contact your POC to proceed.

Troubleshooting Errors Within the PCC OTC POS Application

The following table addresses troubleshooting dialog messages and scenarios that may occur while operating the system. The contents of this section can also be found in the POS Help file.

To access this file: Open the POS, SAT or Batch Manager module and select **'Help' 'Contents'**. Click on **'System Errors and Troubleshooting Procedures'** in the left window.

Message or Description	Action	Error Number
'Unexpected error – If you need assistance, please contact FRB-C support personnel'	Typically, this will be caused by an inability to redisplay the items after the selected action. Please note the action selected and, 1. Contact your immediate IT Support/supervisor. 2. Contact FRB-C support personnel.	-19999
'Database access error – Please check database access'	Typically the result of the system not having access to the SQL server. Contact your System Administrator.	-20000
'Database data error – Please check database data'	Typically the result of incorrect, corrupted, or data, which has had its integrity, compromised.	-20001
'Filesystem access error – Please check filesystem access'	Typically caused by a server being down or the user may not have the required read/write permissions on the system. Contact your System Administrator.	-20002
'Filesystem data error – Please	Data on the file system has been changed or corrupted. Data must be	-20003

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Message or Description	Action	Error Number
check filesystem data'	restored to continue.	
'Registry access error – Please check registry access'	The user does not have the required permissions to access the registry. Contact you System Administrator.	-20004
'Registry data error – Please check registry data'	The registry has been changed or corrupted. Contact your System Administrator.	-20005
'Host access error – Please check internet access'	Access to the Host has been compromised. The POS is no longer able to communicate with the Host. This affects Batch Upload, LVD Update, Application Upgrade, and Data Entry Screen Upgrade. Contact your System Administrator.	-20008
'Host data error – Please check internet data'	Data received from the Host, via the Internet, has been corrupted in transit. This can be caused by a processing error within the Host. Contact your System Administrator.	-20009
'Data entry screen content error – Please check data entry screen content'	Typically the result of an error downloading from the Host. Can be caused if the service is interrupted during processing. 1. Retry Data Entry Screen upgrade. 2. Contact FRB-C support personnel.	-20011
'Printer error – Please check printer access/setup'	The printer may be inaccessible in some way. 1. Check access to printer 2. Select File>Configuration . 3. Select the Reports tab in the POS or the General tab in the SAT.	-20012

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Message or Description	Action	Error Number
	<p>4. Check if the printer indicated in the Printer Selection is accessible.</p> <p>5. If the Printer Selection is blank, this indicates that the default Windows printer is being used. Check the accessibility of the default Windows printer.</p> <p>6. Contact your immediate IT Support/supervisor.</p> <p>7. Contact FRB-C support personnel.</p>	
<p>‘Scanner error – Please check scanner power/connection’</p>	<p>There may be a problem with the scanner, or the connecting cable, the scanner’s port B, the selected COM port, or the components used to communicate with the scanner.</p> <p>The COM port on the scanner is virtually connected to the keypad. While the application is communicating with the keypad, the COM port on the PC may have malfunctioned.</p> <p>1. Reboot the scanner device by disconnecting and connecting its power source.</p> <p>2. Check the connection between the system and the scanner, and reconnect, if necessary.</p> <p>3. Ensure that the keypad is properly configured for the application.</p> <p>4. Contact your immediate IT Support/supervisor.</p> <p>5. Contact FRB-C support personnel.</p>	<p>-20013</p>
<p>‘Keypad error – Please check keypad power/connection’</p>	<p>There may be a problem with the keypad, or the connecting cable, or the COM port that is selected or the</p>	<p>-20014</p>

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Message or Description	Action	Error Number
	<p>components used to communicate with the keypad.</p> <ol style="list-style-type: none"> 1. Reconnect the keypad device by disconnecting and connecting the cable. 2. Check the connection between the scanner and the keypad, and re-connect, if necessary. 3. Ensure that the application is properly configured for the keypad. 4. Contact your immediate IT Support/supervisor. 5. Contact FRB-C support personnel. 	
‘Logon failed – Please ensure your login and password are correct’	Re-enter your login and password.	-21012
‘User account is disabled – Please contact your system administrator’	Contact your POC.	-21013
‘User account is locked – Please contact your system administrator’	Contact your POC.	-21014
‘Invalid role name – Please enter a valid role name’	Enter a valid role name.	-21002
‘Role already exists – Please enter a valid role name’	Enter a unique role name.	-21003
‘Login already exists – Please enter a unique login’	Enter a unique login.	-21005
‘Password has been recently used – Please enter a password that had not been used recently’	<p>By default, the system retains the past ten (10) passwords. This figure is configurable in the SAT Configuration tool.</p> <p>Enter a password that has not been</p>	-21006

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Message or Description	Action	Error Number
	recently used.	
'Cannot delete a system account'	No action required.	-21007
'Cannot delete a system permission'	No action required.	-21008
'Cannot delete a system role'	No action required.	-21009
'Login Failed – Please enter a valid login and password'	Enter a valid login and password. If you have forgotten your password, a user with the required permissions can reset your password in the SAT User Edit dialog.	-21010 or –21011
'Invalid login string – Please conform to the following pattern'	A login must be between six (6) and 20 characters in length and cannot contain any special characters (e.g. *^&%).	-21050
'Invalid full name string – Please conform to the following pattern'	Ensure there is a space between the first name and the last name. The full name must be between eight (8) and 20 characters in length and cannot contain any special characters (e.g. *^&%).	-21051
'Invalid password string – Please conform to the following pattern'	Passwords must be between eight (8) and 20 characters in length and cannot contain any special characters (e.g. *^&%).	-21052
'Missing Printer – There must be at least one printer configured on the PC – Please use the Windows Control Panel to add a printer to the PC'	<p>If you have not configured a printer on the PC:</p> <ol style="list-style-type: none"> 1. Select Start>Settings>Control Panel on the Main Windows screen. 2. Double-click the Printers icon. 3. Double-click Add Printer. 4. Follow the Print Wizard. 	-22000
'Missing Terminal ID –	The Terminal ID field cannot be	-22001

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Message or Description	Action	Error Number
Terminal ID cannot be blank'	blank. Enter a Terminal ID in the field. The terminal ID is provided by FRB-C	
'Missing ALC – At least one ALC must be defined'	The system must contain at least one (1) valid ALC code. Enter a valid, unique ALC code as provided by FRB-C.	-22002
'Could not extract forms for this item – Make sure location % is configured in the system and associated data entry screens are installed'	This occurs on the Show Item screen in the Batch Manager and POS. Typically this error is caused during batch recovery where there are no forms installed on the local system.	-22003
'Secondary storage is not valid – Please select a valid directory and try again'	<p>The secondary storage path entered is not valid. Enter a valid secondary storage path. If this does not work:</p> <ol style="list-style-type: none"> 1. Ensure the storage device is accessible and has not been removed. If it is a network drive, ensure there is communication over the network. 2. The drive or device may be full. Ensure there is space available. 3. The drive or device may be write protected. Ensure the user has write access. 	-22004
'The secondary storage is in use – Please shut down any other PCC OTC applications and try again'	<p>If other PCC OTC applications are running, the secondary storage location cannot be changed.</p> <p>Shut down all PCC OTC POS applications and try again.</p>	-22006
'The new secondary storage location does not exist – Please select a valid directory and try again'	Enter a valid secondary storage location.	-22007
'Moving files from secondary storage failed – Please make sure secondary storage is	Typically the result of a lost connection between the main system and the secondary storage.	-22009

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Message or Description	Action	Error Number
accessible and try again'	Contact your System Administrator.	
'Verification was not successfully activated – Verification must be successfully activated before processing can be continued'	<p>Typically the result of the user not having the appropriate POS permissions.</p> <p>Ensure the user has the appropriate LVD permissions attached to their role (authorizeoldLVD and updateLVD).</p> <p>A less common way to receive the error is by selecting 'No' to updating the LVD and then selecting to not use the old LVD. The system must be updated, or use the old LVD to continue operation.</p>	-22010
'Batch Scanner – No checks in hopper'	Place checks in the hopper.	-20013
When the user changes the Keypad model between transactions, the keypad is not initialized. The result is that the first message that appears on the keypad may not be complete (i.e. missing the amount or the prompt).	<p>To avoid this behavior:</p> <ol style="list-style-type: none"> 1. After switching keypads between transactions, select File>Configuration. 2. Click OK. The Configuration dialog closes and the keypad and scanner are re-initialized. 	N/A
If a user attempts to run an application immediately after rebooting, the RDMLAL.exe continues to try to connect with the database and the Login dialog is not displayed.	<p>To avoid this behavior, allow the system approximately 2 minutes to connect with the database prior to launching an application.</p> <p>If the behavior does occur:</p> <ol style="list-style-type: none"> 1. Access Windows Task Manager. 2. Select the Processes tab. 3. End the RDMLAL.exe process. 	N/A
An error occurs on the system and the user or the local IT	When contacting technical support, have the trace logs available. There are	N/A

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Message or Description	Action	Error Number
support are unable to find the source of the problem.	potentially four trace logs in the Logs folder. The default file path for the logs folder is C:\Program Files\RDM Corporations\Check Imaging 5.1\Logs.	

Problems Closing/Transmitting A Batch

If you are unable to close a batch, please check the following:

- LAN cable is plugged securely into the computer (if connected to a LAN).
- Network/LAN is operational (if connected to a Network/LAN).
- Internet connection is successful. Using Internet Explorer try to access a site outside of your agency. If this is unsuccessful, contact your internal System Administrator regarding the inability to connect to the internet.
- Proper Web site address has been entered. In the SAT, select 'File', 'Configuration', then click the 'Tasks' tab. Ensure that the URL in the 'WSDL URL' field is:
<https://www.pccotc.gov/webcontext/jndiSoapSB?WSDL>. (URL is Case-sensitive)
- Ensure that you are not attempting to transmit during our maintenance window which is every Sunday between 2:00am and 6:00am ET.
- Secondary image storage location is connected. On occasion, smart card media can become loose and needs to be secured again. Eject, then reinsert the media. If you are using a Flash drive, someone may have removed it. It is very important that the same Flash drive be reinserted into the USB port on the computer as it stores data for up to 7 days.
- User roles have not been changed. Contact the POC to determine if the user's role has been updated/changed. Have a different user with batch transmission access logon to Batch Manager and try to upload the batch. If the batch transmission is successful, the user's role may have been modified and the user no longer has Close Batch access. If needed, request that the user's role be updated to enable batch transmission.
- Ensure that the user rights have not changed on the computer or that the computer name has not changed.

If you are still having difficulty, please contact the POC, System Administrator or FRB-C Customer Service Staff.

LAN Connectivity Unavailable

If you use a LAN, and the LAN is not available, a batch cannot be transmitted.

1. You may continue to process until your network is available, but if you have been using a LAN printer, you might need to install a local printer in order to balance your end-of day transactions.
2. For assistance in installing a local printer, please contact your System Administrator or FRB-C Customer Service.
3. Once LAN connectivity is reestablished, all operators should print their Batch Lists and Close their Batches.

NOTE: Each operator that has processed batches must sign on and print their own batch list since batches are user specific, or an authorized person can use Batch Manager to print the batch lists of all operators.

Problem Accessing ELVIS

If a user experiences difficulty in accessing the ELVIS website or obtaining images once on the ELVIS website:

Try to access another web site to ensure that Internet access is available.

- Shut the computer down and restart it using the ‘Turn Off Computer’ option from the Windows ‘Start’ menu. Click the ‘Restart’ button. If you are still unable to access the site after the computer restarts but able to access other sites, contact the System Administrator.
- Make sure that you are accessing the correct URL of the ELVIS website:
<https://www.pccotc.gov/pcc5webapp/>
- Be certain that you are typing the correct password as it is case sensitive. If the account is locked, call FRB-C Customer Service at 800-624-1373, 216-579-2112, or DSN 510-428-6824, press 4, then 5, then 4, or send an email to pccotc@clev.frb.org.
- If you can access the ELVIS website but cannot see check images, you may need to install or update your Java Runtime Environment file (JRE.exe). When a CIRA query is performed and the resulting items from the query are displayed on the screen, the bottom of the screen will contain a link to download the file (Figure 8.2).

CIRA Query - Result

IRN ↑	ALC	Capture Date	RTN	Account Number	Check Amount
1203:	08850 000	101 06/14/2006 09:01	256078446	154 9	\$1,475
1203:	08851 000	101 06/14/2006 09:06	104000058	789	\$150
1203:	08852 000	101 06/14/2006 09:13	265577585	900 80	\$2,200
1203:	08853 000	101 06/14/2006 09:24	211489656	201 668	\$1,000
1203:	08856 000	101 06/14/2006 10:13	122101706	189	\$100
1203:	08858 000	101 06/14/2006 10:14	314074269	203	\$1,100
1203:	08859 000	101 06/14/2006 10:28	256078446	154 7	\$400
1203:	08860 000	101 06/14/2006 10:30	321379106	000	\$500
1203:	08861 000	101 06/14/2006 10:37	251480738	111 45	\$269
1203:	08863 000	101 06/14/2006 10:45	263178070	000	\$500

The first 100 items are displayed out of 4,957. Total Amount: \$1,918,373.49. Please refine your Query Criteria to view 1000 items.

[Java Runtime Environment \(JRE\)](#) is required to view CIRA item images.

Adjusting an Incorrect Entry

NOTE: The minimum limit for reporting items that need to be adjusted by FRB Cleveland is \$25.00. If the adjustment is \$25.00 or more, the check will only be corrected to the written dollar amount on the face of the check.

PCC OTC payments should only be entered for the amount of the item being processed. If a data-entry error is made and the amount entered for the check differs from the written amount of the check, two options are available prior to transmission:

1. Void the item and rescan, this time typing the correct dollar amount of the check.
2. Ask an authorized user to sign on to Batch Manager and change the incorrectly typed amount with the correct amount. The batch can then be closed and transmitted by the operator who originally created the batch, or closed and uploaded by the authorized person using the Batch Manager module.

Do not scan the item a second time to process a second item for the amount difference. Doing so would create processing errors at FRB Cleveland as well as at the check writer's financial institution.

If a file containing the wrong amount has already been transmitted or if you ever encounter a processing issue and need assistance, please contact PCC OTC Customer Service.

Refilling the 'Electronically Processed' Hand Stamp

Agencies that use the EC5000i scanners may use the hand stamp if they wish to stamp their checks after processing. The hand stamp is used to stamp the words 'Electronically Processed' on each check once processed. Agencies that upgrade to a newer scanner can take advantage of the scanner's ability to stamp the checks using the scanner's franking functionality. For information on setting up your EC6000i or EC7000i scanner to frank checks, See *Appendix L* of this SOP.

When the hand stamp needs to be refilled, follow these steps:

1. Press the white section down just a bit, then push the two buttons located on either side of the stamp until they lock-in, which sets the swivel stamp in a locked position as shown below.



2. The ink pad has black ridges that are seen running lengthwise. Using a pencil or ruler, gently push on the black ridge section to slide the ink pad out of the stamping device. The ink pad will slide all the way out of the stamp.



3. Add ink drops onto the ink pad.

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4. Slide the ink pad back in all the way with the ink side facing the bottom of the stamp, and the flat bottom of the ink tray resting on the white bridge inside of the bay where it is stored. Activate the ink pad by pressing it down onto a piece of paper.

Local Verification Database (LVD) Reset – if applicable

If an agency is utilizing the check verification process through the LVD download, there will be occasions where a new LVD is required. Daily LVD downloads contain only new items received by the MVD. If there is a change in the location's policy, or if the POS is re-deployed to a new location (military), an entire new LVD should be obtained.

The LVD reset button erases everything on the LVD. **If the LVD reset is selected and a new LVD is not obtained, verification of checks presented will not be performed.**

For instructions on how to perform an LVD reset, refer to the *SAT* chapter of this SOP.